

WHAT IS CLAIMED IS:

1 1. A system for managing a wireless prepaid service, comprising:
2 a wireless device having a memory for storing activation logic, billing logic,
3 calling tariff data and one or more access numbers;
4 an interactive response means for allowing a user to use the wireless device to
5 specify execution of one or more of a plurality of services including wireless device
6 activation, available amount update and calling tariff data update; and
7 execution means for executing the one or more of the plurality of services
8 including wireless device activation, available amount update and calling tariff data update;
9 wherein the wireless device establishes communications with the interactive
10 response means by using the one or more access numbers; and
11 wherein the interactive response means causes the execution means to execute
12 one of the plurality of services specified by the user by using a first message sent to the
13 wireless device via a data bearer communication service, and the first message received by
14 the wireless device causes the activation logic and/or the billing logic to be executed.

1 2. The system according to claim 1 further comprising:
2 a call distribution means for handling communications with the wireless
3 device and connecting the user of the wireless device with a customer service representative;
4 and
5 a service selection means for allowing the customer service representative to
6 select one of the plurality of services specified by the user and cause the execution means to
7 execute the selected one of the plurality of services by using a second message sent to the
8 wireless device via the data bearer communication service;
9 wherein the second message received by the wireless device causes the
10 activation logic and/or the billing logic to be executed; and
11 wherein the call distribution means is accessed by the wireless device via one
12 of the access numbers.

1 3. The system according to claim 1 wherein the data bearer
2 communication service is short message service.

1 4. The system according to claim 2 wherein the interactive response
2 means receives the user's specifying one of the plurality of services for execution via a voice
3 response or via keying of information using a fixed or wireless device keypad.